



“HR is no longer tasked with anything solution-based beyond their regular HR tasks, we all but eliminated audit costs, we get timekeeping records faster, and we now have a central system of record for reporting that is by far the best benefit.”

William Mardenborough, New York City Department of Education

Business Challenge

Like many government organizations, the New York City Department of Education (NYC DoE) continually works to improve processes and control costs. The department needed to automate payroll and workforce management processes, such as time & attendance and absence & leave management. Staff were manually validating paper timesheets and schools were paying employees based on inconsistent methods of recording time. While some offices regularly adjusted to reflect actual time worked, others paid employees based on scheduled time, regardless of actual time worked. Manually calculating and validating personal and sick time created unintentional payroll administration errors and spiraling leave absence management funding liabilities.

How SumTotal® Helped

In 2001, NYC DoE chose CyberShift, acquired by SumTotal in 2011, to help cut and control costs, reduce internal IT resource requirements, and produce ROI on workforce management and payroll processes. DoE implemented a hosted WFM solution with Interactive Voice Response (IVR) and an exception-based Time & Attendance solution to replace their manual practices. They increased accuracy and consistency, properly tracked paid time off and eradicated potential overpayment of employees.

Not only did the organization significantly reduce payroll errors, improve administration, and eliminate leave time-off and liability concerns, NYC DoE considerably decreased the cost basis of labor operations by increasing staff productivity and data processing time.

Key Metrics

- 279%** Annual ROI
- 7** Total months to value (payback period)
- 1:1.8** Cost:Benefit Ratio
- \$500k** Average annual benefit
- 12.8%** Increased timekeeper productivity
- Eliminated costs for audits

About the New York City Department of Education

The NYC DoE is the largest school district in the US, serving 1.1 million students in over 1,800 schools. Working collaboratively within school communities with parents, educators and external stakeholders, NYC DoE achieves the framework to improve student achievement and ensure that every child graduates from high school prepared for college, a career, and a future as a productive, critically thinking adult.

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